Sheet 1 of 1

INFORMATION DISCLOSURE CITATION	ATTY. DOCKET NO.	SERIAL NO.
	723-984	09/723,319
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U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE

FOREIGN PATENT DOCUMENTS

		DOCUMENT	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES	TRANSLATION NO

OTHER DOCUMENTS (including Author, Title, Date, Pertinent pages, etc.)

lwd		"Skill-Based Technology –Driving the Future of Customer Service"; PrimeTime Skills, © 1999 Blue Pumpkin Software, Inc. (2 pages)
lwd		"eWorkforce Management "; Aspect SeriesFive Multisite Edition. (2 pages)
lwd		"Improve Customer Satisfaction Right from your Desktop"; PrimteTime Skill © 1999 Blue Pumpkin Software. (2 pages)
lwd		"Marketscope:Workforce Management Software for the Contact Center"; Wendy S. Close & Tom Berg; GARTNER, October 1, 2003. (17 pages)
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lwd		"Enhancing Communication throughout Your Center"; PrimeTime Insight, © 2000 Blue Pumpkin Software, Inc. (2 pages)
lwd		"Elegantly Managing The Complexities of the Contact Center"; PrimeTime Enterprise, © 2000 Blue Pumpkin Software, Inc. (4 pages)
lwd		"Blue Pumpkin Director Professional" Product Brief, © 2000-2004 Blue Pumpkin Software, Inc. (3 pages)
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lwd		"Aspect eSchedule Planner"; Aspect eWorkforce Management; © 2003 Aspect Communications Corporation. (4 pages)
lwd		"Blue Pumpkin Activity Manager" Product Brief, © 2003-2004 Blue Pumpkin Software, Inc. (2 pages)
lwd		"Blue Pumpkin Advisor Express" Product Brief, © 2003-2004 Blue Pumpkin Software, Inc. (2 pages)
lwd		"Workforce Management " Solution Brief, © 2003-2004 Blue Pumpkin Software, Inc. (4 pages)
lwd		"Contact Center Performance Benchmarking" Product Brief, © 2003-2004 Blue Pumpkin Software, Inc. (2 pages)

*Examiner	Beth Van Doren	Date Considered	10/20/04

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